

**WASHINGTON Service Center**  
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<p>1. Describe the Systems/Contracts Process.</p> <p><i>Recommendation – Allow Atlanta to work with OGC to handle all borrower letters</i></p>	<ul style="list-style-type: none"> <li>▪ This branch is responsible for providing systemic tools and contractual resources to allow regions to reach goals in addition to setting policies and procedures to guide the regions</li> <li>▪ Currently have 5 FTE's</li> </ul> <p><u>Prior Reorganization</u></p> <ul style="list-style-type: none"> <li>▪ WSC used to oversee the regions and make all final decisions</li> </ul> <p><u>Contracts</u></p> <ul style="list-style-type: none"> <li>▪ Provide input about statement of work with regions – primarily 2 FTE's with good contracting experience</li> <li>▪ Assist with modifications</li> <li>▪ Responsible for part of the PIC contract with Dena Bates</li> <li>▪ Maintain statistics for functions such as PCA performance, TOP numbers, etc.</li> <li>▪ Generate reports (ie – goals report, ad hoc reporting)</li> <li>▪ Work with Accenture with reengineering efforts</li> <li>▪ PIC representative at NCS in Iowa</li> </ul> <p><u>Systems:</u></p> <ul style="list-style-type: none"> <li>▪ Implementation/oversight of systems development and system security(ie – ICR- Income Contingency Repayment)</li> <li>▪ AWG – Law now allows DoED to collect 15% rather than 10% from non-federal workers wages</li> <li>▪ Define requirements with Regions and Brian Sullivan's technical group</li> <li>▪ GPCC's/work orders/task orders make up work assignments</li> <li>▪ WSC is responsible for basic loan servicing</li> <li>▪ Monitor volume and resolution of problem logs</li> <li>▪ Work closest with Atlanta b/c of PCA's – WSC and OGC currently must review all letters going out to borrowers</li> <li>▪ Systems/Contracts assists all regions with systems enhancement and development needs</li> </ul> <p><u>Special Projects</u> – as needed</p>
<p>2. What skills/knowledge do employees in Systems and Contracts require? What type of training (OJT)?</p>	<ul style="list-style-type: none"> <li>▪ Primarily OJT in addition to encouraging outside training, learning coupons, etc.</li> <li>▪ Received feedback that those who have DETAILED to Washington, DC now have a greater appreciation for HQ</li> <li>▪ Currently encourage all of SFA to DETAIL across the organization although few individuals take advantage of this opportunity</li> <li>▪ Everyone is cross-trained and is able to head a task order</li> </ul>
<p>3. What oversight does HQ have in the regions? How is this communicated?</p>	<ul style="list-style-type: none"> <li>▪ Currently assist regions and allow them to make final decisions</li> <li>▪ Set the overall direction while establishing policy and tools and techniques</li> <li>▪ Encourage regions to implement cost savings where they see appropriate</li> </ul>
<p>4. Is travel involved? (If so, where and why?)</p>	<ul style="list-style-type: none"> <li>▪ Limited travel – occasionally to deliver training to PCAs or to meet with systems contractor</li> </ul>

Systems & Contracts use to be responsible for portfolio management by verifying location codes and working with the regions to ensure that collectable accounts were not sitting dormant in special location codes. The regions have developed a cross-regional team to clean up accounts in the various special location codes.

80% of the Collection portfolio is with the PCA's.

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